Provider Monitoring Report

City and Guilds

28 May 2026

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1 Background

One provider was remotely monitored on 28 May 2026.

1.1 Scope

Qualifications Scotland Accreditation carries out quality assurance activity in line with its *Quality Assurance of Approved Awarding Bodies Policy.* This involves monitoring a sample of the awarding body's approved providers or assessment sites. Provider monitoring visits will be conducted in a consistent manner within and between providers.

The aim of monitoring is to:

- ensure the awarding body's compliance with Qualifications Scotland Accreditation's regulatory requirements
- confirm that quality assurance arrangements are being conducted by the awarding body in accordance with its prescribed arrangements
- ensure that quality assurance arrangements are being conducted in a consistent manner, within and between providers
- ensure that providers are receiving the appropriate guidance, support and documentation from the awarding body in order to facilitate a high standard of qualification delivery
- inform future audit and monitoring activity for the awarding body

All Principles may be included within the scope of the provider monitoring activity.

Awarding body documentation considered for review includes all documents banked on the awarding body's SharePoint Place at the time of provider monitoring and information supplied by providers to support provider monitoring activity. Restricted or commercially sensitive information gathered during Qualifications Scotland Accreditation's quality assurance activities is treated in the strictest confidence.

Qualifications Scotland Accreditation provider monitoring reports are written by exception focusing only on those areas where corrective action is required or recommended.

1.2 Provider Monitoring Report Timescales

City and Guilds provider monitoring date:	28 May 2026
Provider Monitoring Report approved by Accreditation Co-ordination Group on:	1 July 2026
Provider Monitoring Report to be signed by City and Guilds:	13 August 2026
Action Plan to be emailed to regulation@qualifications.gov.scot by City and Guilds:	13 August 2026

The process will apply in relation to the timescales specified above:

The awarding body will be sent a copy of the Provider Monitoring Report by email.

- The awarding body must sign the copy of the Provider Monitoring Report and return by email to Qualifications Scotland Accreditation in accordance with the timescale specified above.
- The awarding body will also be emailed a copy of the Action Plan.
- The awarding body must complete and return the Action Plan in accordance with the timescale specified above and email this in Microsoft Word format to regulation@qualifications.gov.scot.
- Qualifications Scotland Accreditation will confirm when the Action Plan is appropriate to address the Issues and present it to Accreditation Co-ordination Group (ACG) for approval.
- Following approval by ACG, the awarding body will be sent a signed copy of the approved Action Plan by email.
- The awarding body must sign the Action Plan and return by email to Qualifications Scotland Accreditation.

The findings of this Provider Monitoring Report and the associated Action Plan will be published on Qualifications Scotland Accreditation's website following signed agreement.

Qualifications Scotland Accreditation will continually monitor progress towards completion of the proposed actions identified in the Action Plan and update the awarding body's Quality Enhancement Rating as appropriate.

1.3 Summary of Provider Monitoring Issues and Recommendations

An Issue has been recorded where evidence shows that the awarding body is not compliant with Qualifications Scotland Accreditation's regulatory requirements. The awarding body must address the Issues and specify corrective and preventative measures to address them through its Action Plan.

The Action Plan is emailed to City and Guilds as a separate document to the Provider Monitoring Report and must be submitted to Qualifications Scotland Accreditation in accordance with the timescale specified in 1.2.

As a result of the provider monitoring activity, three Issues have been recorded and one Recommendation has been noted.

Issue	Detail of Issue recorded	Risk rating
1. Principles 5 & 9	City and Guilds must amend page 14 of the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) Assessment Pack for Version B March 2026 Version 2.0 to reflect the unit title accredited by Qualifications Scotland Accreditation.	Low
2. Principle 9	City and Guilds must ensure that the provider lists given to Qualifications Scotland Accreditation are up to date and accurate for the purposes of provider monitoring quality assurance.	Low
3. Principles 12 and 15	City and Guilds must ensure that learners are registered prior to assessment, where registration is a requirement for the qualification.	Medium

A Recommendation has been noted where Qualifications Scotland Accreditation considers there is potential for enhancement. The awarding body is advised to address any Recommendations in order to reinforce ongoing continuous improvement. However, measures to correct or prevent these are not mandatory and therefore do not form part of the Action Plan.

Recommendation	Detail of Recommendation noted
1. Principles 5, 9 and 12	As the splitting of the tests papers for this unit has been approved by City and Guilds' External Quality Assurer (EQA) for provider 1, the awarding body may wish to consider reviewing Unit 262 / 562 *Mathematics, Mechanical and Electrical Theory in Power Engineering* in the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) March 2026 Version 2.0 Assessment Pack for Version B to determine whether this approach is robust and appropriate, making the option widely available to ensure consistency across all providers..

1.4 Risk Rating of Issues

Qualifications Scotland Accreditation assigns a rating to each Issue recorded depending on the impact on or risk to the awarding body's operations, its Qualifications Scotland accredited qualifications and/or the learner.

Issues recorded during provider monitoring will count towards City and Guild's Quality Enhancement Rating which will, in turn, contribute towards future quality assurance activity. Further detail on how the Quality Enhancement Rating is calculated can be found on the Qualifications Scotland Accreditation website.

2 Good Practice, Issues and Recommendations

The following sections detail:

- good practice noted by providers
- Issues recorded and Recommendations noted against Qualifications Scotland Accreditation's regulatory requirements

2.1 Good Practice

The following areas of good practice were noted by providers:

Provider 1 highlighted that its External Quality Assurer (EQA) is extremely professional, contactable out with scheduled visits, and provides knowledgeable assistance when required.

2.2 Issues

Regulatory Principle 5. The awarding body and its providers must provide clear information on their procedures, products and services and ensure that they are accurate and appropriate to accredited qualifications.

Regulatory Principle 9. The awarding body and its providers must maintain accurate documents, records and data.

Page 14 of the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) Assessment Pack for Version B March 2026 Version 2.0 incorrectly references Unit 261 / 561 Power Engineering: Electricity Industry – Working Safely and Effectively.

The correct unit title accredited by Qualifications Scotland Accreditation for Unit 261 / 561 is *Understand legislation in the power industry*.

City and Guilds must amend page 14 of the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) Assessment Pack for Version B March 2026 Version 2.0 to reflect the unit title accredited by Qualifications Scotland Accreditation.

This has been recorded as **Issue 1**.

Regulatory Principle 9. The awarding body and its providers must maintain accurate documents, records and data.

The Provider List uploaded to City and Guilds's SharePoint site dated January 2026 contains incorrect contact details for provider 1 in respect of contact name, telephone number, and email address. This was highlighted to the Accreditation Auditor at the time of booking the provider monitoring visit.

Provider 1 explained to the Accreditation Auditor that they had informed City and Guilds by email on numerous occasions as far back as 2023. The named centre contact had not worked for Provider 1 since January 2024.

City and Guilds must ensure that the provider lists given to Qualifications Scotland Accreditation are up to date and accurate for the purposes of provider monitoring quality assurance.

This has been recorded as **Issue 3.**

Regulatory Principle 12. The awarding body and its providers must ensure that they have the necessary arrangements and resources required to manage and administer qualification delivery and assessment.

Regulatory Principle 15. The awarding body must have effective, reliable and secure systems for the registration and certification of learners.

Page 24 in City and Guilds Centre Handbook, Version: 1.4 October 2025 states under the heading '4.1.3. When to register a learner' that learners must be registered prior to assessment, where registration is a requirement for the qualification.

Provider 1 confirmed to the Accreditation Auditor that they registered a learner on the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) via City and Guilds walled garden on 31 October 2023.

On reviewing the learner's completed assessment material provided by provider 1 for the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) Assessment Pack for Version B March 2026 Version 2.0, the Accreditation Auditor noted that this recorded that Unit

261 / 561 Power Engineering: Electricity Industry – Working Safely and Effectively had been assessed on 29 September 2023.

Confirming that the learner had been assessed prior to registration with City and Guilds.

Provider 1 informed the Accreditation Auditor that the learner had been resulted with City and Guilds via the walled garden on 4 June 2025.

City and Guilds must ensure that learners are registered prior to assessment, where registration is a requirement for the qualification.

This has been recorded as **Issue 3**.

2.3 Recommendations

Regulatory Principle 5. The awarding body and its providers must provide clear information on their procedures, products and services and ensure that they are accurate and appropriate to accredited qualifications.

Regulatory Principle 9. The awarding body and its providers must maintain accurate documents, records and data.

Regulatory Principle 12. The awarding body and its providers must ensure that they have the necessary arrangements and resources required to manage and administer qualification delivery and assessment.

The Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) March 2026 Version 2.0 Assessment Pack for Version B stipulated on page 23 that Unit 262 / 562 *Mathematics, Mechanical and Electrical Theory in Power Engineering* Version B states that ‘This paper is split into two sections’ as follows:

- Section 1 will consist of 32 Mechanical and Electrical multiple-choice questions
- Section 2 will consist of 12 Mechanical and Electrical short answer questions

Page 6 of the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) March 2026 Version 2.0 Assessment Pack for Version B states under the heading ‘Specific guidance for unit

562' that 'This test contains two sections. While each section can be assessed at different times, for practicable purposes, this is a summative assessment and therefore learners should be fully prepared prior to sitting all the sections. No teaching and learning must take place between sitting each section.'

Prior to the provider monitoring activity provider 1 provided the Accreditation Auditor with a sample of two learners completed test papers for Unit 262 / 562 *Mathematics, Mechanical and Electrical Theory in Power Engineering* in the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) March 2026 Version 2.0 Assessment Pack for Version B.

The test papers provided and reviewed by the Accreditation Auditor for Unit 262 / 562 *Mathematics, Mechanical and Electrical Theory in Power Engineering* had been split into two separate test papers then split into the two sections note below:

Test paper 1 consisted of the following two sections:

- Section 1 will consist of 10 Mechanical multiple-choice questions (Q1 to Q10)
- Section 2 will consist of 6 Mechanical short answer questions (Q1 to Q6)

Test paper 2 consisted of the following two sections:

- Section 1 will consist of 22 Electrical multiple-choice questions starting at 11 (Q11 to Q32)
- Section 2 will consist of 6 Electrical short answer questions starting at 7 (Q7 to Q12)

On the day of the provider monitoring activity provider 1 explained to the Accreditation Auditor that they had made the decision to split Unit 262 / 562 *Mathematics, Mechanical and Electrical Theory in Power Engineering* into two separate tests papers with each test paper then split into two sections.

Provider 1 confirmed that no changes were made to the test paper questions for Unit 262 / 562 *Mathematics, Mechanical and Electrical Theory in Power Engineering* other than splitting them into two separate tests papers. One test paper covering mathematics and mechanical questions and test paper 2 covering electrical questions.

However, there is the potential that learners at provider 1 may have a potential advantage when completing Unit 262 / 562 *Mathematics, Mechanical and Electrical Theory in Power Engineering* in the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 due to provider 1 splitting this unit as its learner will be completing two smaller test papers over a two day period when learners at other approved providers of this qualification will have to complete the full test paper at one time.

This means learners at provider 1 will now be completing five separate test papers in total to achieve the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) rather than completing the current test papers (one for each unit, four in total to complete the qualification) as stipulated in the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) March 2026 Version 2.0 Assessment Pack for Version B.

Provider 1 provided the Accreditation Auditor with an email from City and Guilds EQA that confirmed that the provider could split the Unit 262 / 562 *Mathematics, Mechanical and Electrical Theory in Power Engineering* into a mechanical exam and an electrical exam.

Also, the EQA has reviewed both learners' test papers provided to the Accreditation Auditor by provider 1 for the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) during City and Guilds Centre Monitoring Activity in April 2026.

As the splitting of the tests papers for this unit has been approved by City and Guilds' External Quality Assurer (EQA) for provider 1, the awarding body may wish to consider reviewing Unit 262 / 562 *Mathematics, Mechanical and Electrical Theory in Power Engineering* in the Certificate in Electrical Power Engineering - Distribution and Transmission (Technical Knowledge) at SCQF Level 5 (2305-17) March 2026 Version 2.0 Assessment Pack for Version B to determine whether this approach is robust and appropriate, making the option widely available to ensure consistency across all providers..

This has been noted as **Recommendation 1**.